

Health Information Technology Quarterly Review

San Francisco Health Commission

6 September 2022

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Roadmap for Today – All About Epic



Staff
Announcement



Celebration!



Progress



Financial
Stewardship



Crossing the
Digital Divide



Coming Soon

There is Reason to Celebrate!

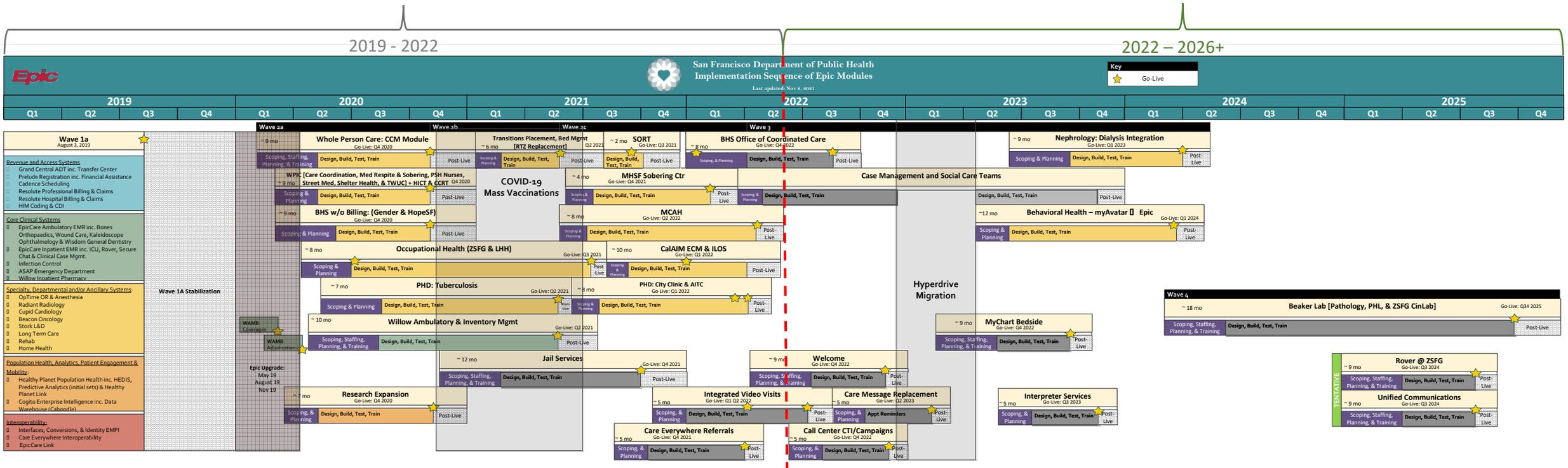
Epic
Is
Three Years Old!

August 3, 2022

Happy
Birthday

The text 'Happy Birthday' is written in a vibrant red, cursive script. The word 'Happy' is on the top line, and 'Birthday' is on the bottom line, with a large, elegant flourish at the end of the 'y'. Three red stars of varying sizes are positioned to the right of the word 'Happy', adding a celebratory touch to the design.

What We Have Accomplished in Three Years



Progress in the Face of Challenges

Challenges

- 30% vacancy rate on the Epic Team
- Stand and deliver pivots
 - Pandemic
 - Mental Health San Francisco
 - Tenderloin Center
 - LHH recertification
 - mpox

Successes

- Epic Wave 2 is complete!
 - Jail Health
 - Maternal, Child & Adolescent Health
 - City Clinic
 - Adult Immunization and Travel Clinic
 - Whole Person Integrated Care
 - Steet Overdose Response Team
 - Occupational Health Services
 - Sobering Center
 - Research
 - Willow Ambulatory Pharmacy

Financial Stewardship: Epic ROI

SFHN Cash Collections	Epic Year 1	Epic Year 2	Epic Year 3
Baseline (before Epic)	FY19-20	FY20-21	FY21-22

Average cash collections over the five fiscal years leading up to Epic:

\$519,688,528

5.2% 

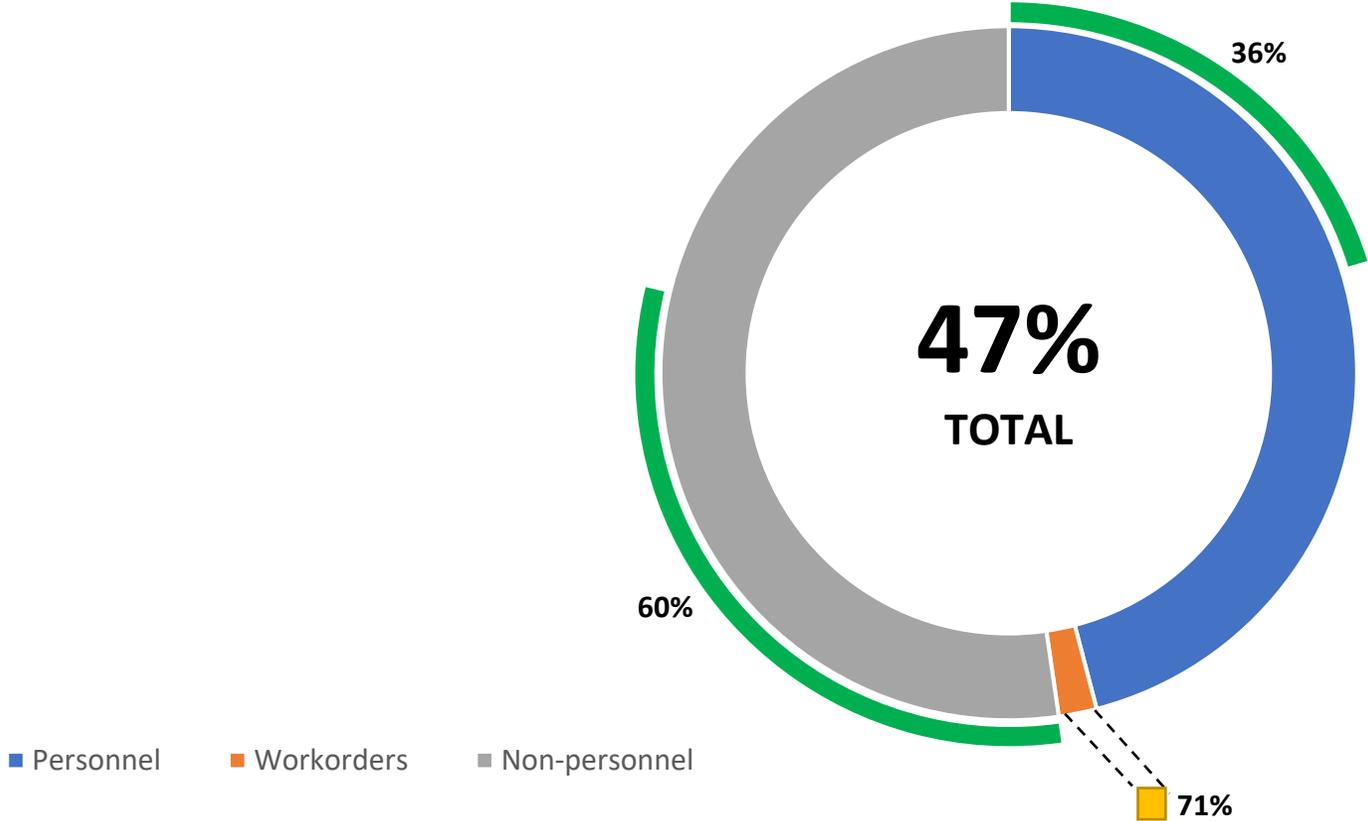
18.9% 

28.1% 



EHR Costs

Portion of Budget vs. Amount Spent thru FY21/22

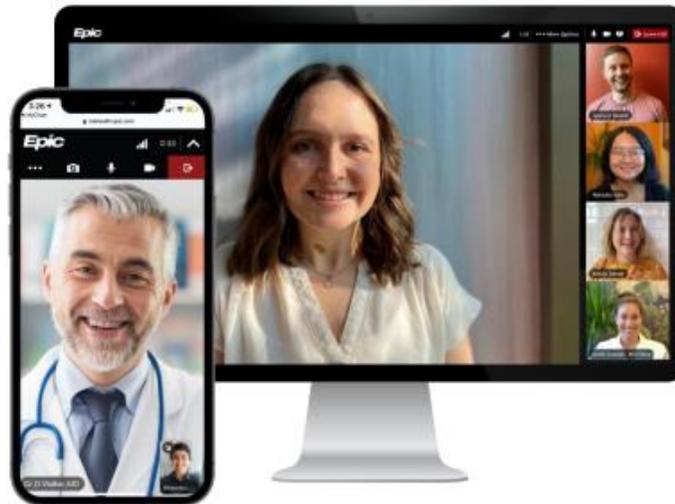
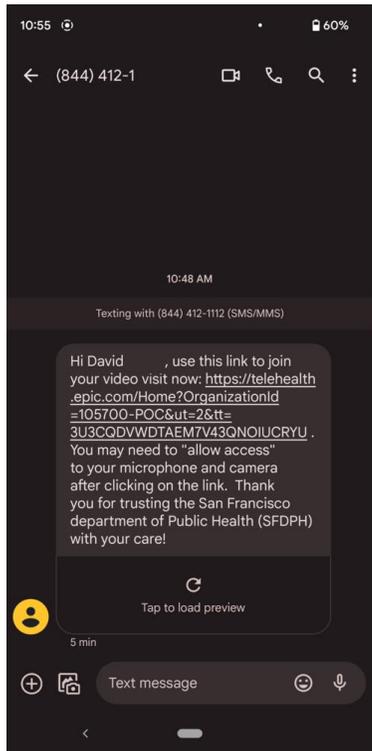


Projected Total Spend over complete 10 YR Project

95%

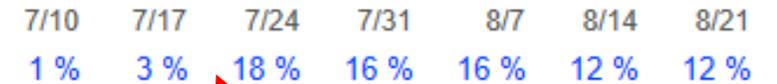
Telehealth

Increasing access via simplification. No logins. No passwords. No downloads. Receive a text and click to join.



Dramatic uptake in video visit adoption at pilot sites!

13 % Telehealth as a Percentage of All Visits MTD



↑ Pilot Go-Live

I want to do all my visits like this!
-1st time video visit patient

A huge time-saver and much easier to use than I thought it would be.
-DPH Physician

What's Next?

2023

- eSignature tablets
- Patient Experience

2024

- Behavioral Health

Wave 3



Now/Continuous

- Hyperdrive
- Efficiency Express Lanes
- Financial Automation
- IDEA Analytics

Improvement

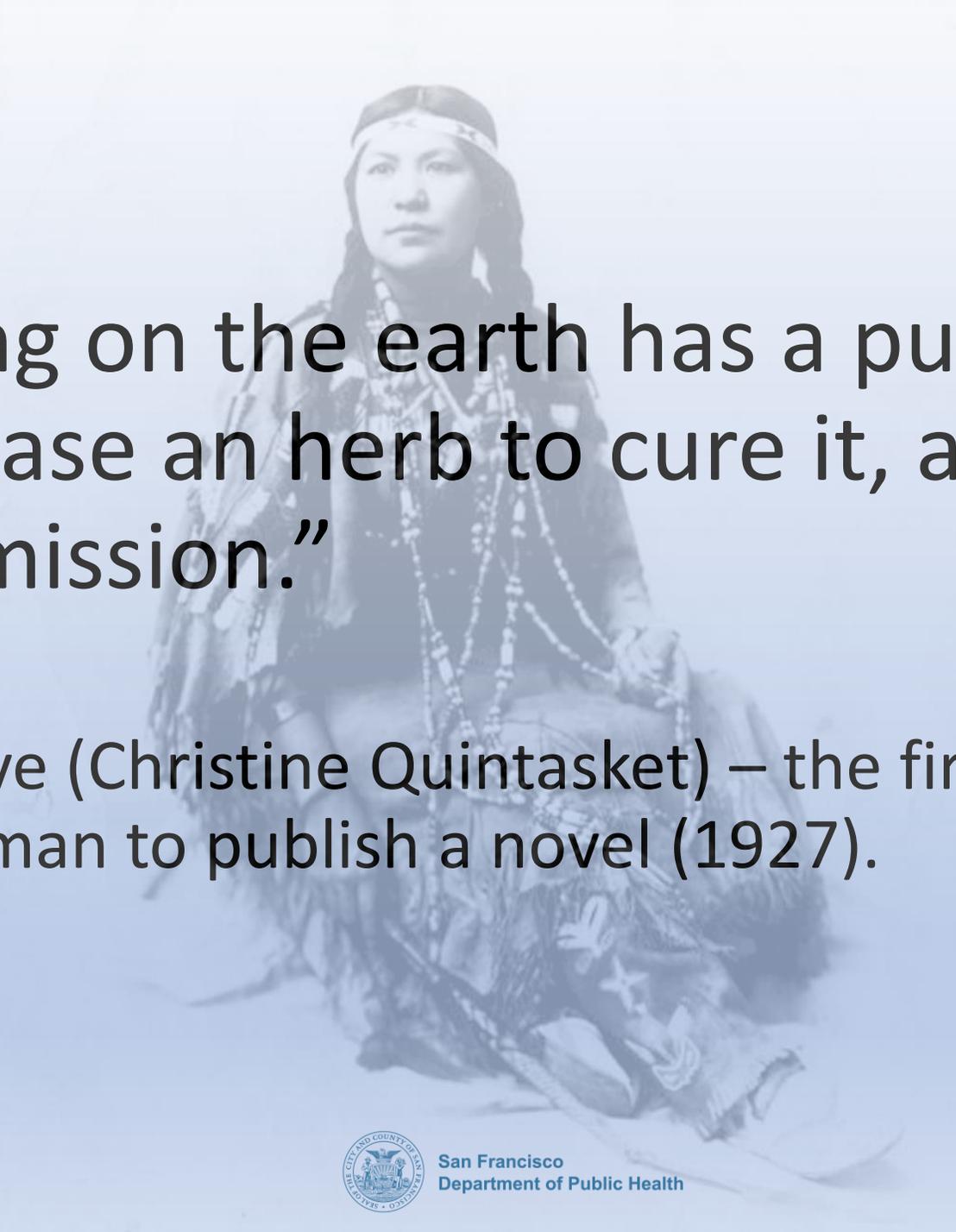


2025+

- Nephrology
- Beaker Lab
- Unified Communications

Wave 4 and Beyond





“Everything on the earth has a purpose,
every disease an herb to cure it, and every
person a mission.”

Mourning Dove (Christine Quintasket) – the first Native
American woman to publish a novel (1927).